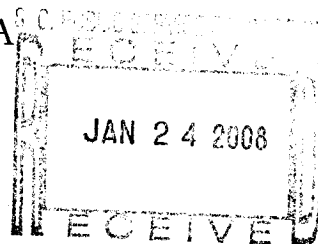


190361

PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

**CLEC – QUARTERLY SERVICE QUALITY REPORT**

SOUTH CAROLINA REGULATED OPERATIONS



COMPANY NAME Tel West Communications, LLC  
 QUARTER / YEAR 04 Quarter / 2007

Reporting Month:	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>
<b>Number of South Carolina Customer Access Lines Provided:</b>			
Via Resale:	169	135	0
Via UNE-P:			
Via Other Methods:			
<b>Total South Carolina Line Count:</b>	<b>169</b>	<b>135</b>	<b>0</b>
 <b>Trouble Reports / Access Line (%)</b>	<b>5/60 %</b>	<b>18/100 %</b>	<b>1/100 %</b>
 <b>Customer Out of Service Clearing Times (%)</b> (Objective: < 7%)	<b>3 %</b>	<b>13 %</b>	<b>100 %</b>
 <b>New Installs Completed w/in 5 Days (%)</b> (Objective: > 85% w/in 5 working days)	<b>100%</b>	<b>100%</b>	<b>100%</b>
 <b>Commitments Fulfilled (%)</b> (Objective: > 85%)	<b>NA</b>	<b>NA</b>	<b>NA</b>

Explanation for Objectives Not Met: All functions and intervals are controlled by the ILEC, not by Tel West.

Does company use its own switching facilities to provide services within South Carolina?  
 Yes ☐ No ☒

Person Making Report / Contact Information: Ginny Riggs, Accounts Receivable. 512-735-7336, griggs@telwestservices.com.

\* No longer have lines in S.C.